

Appendix B

Information Technology Infrastructure Library (ITIL) Overview Glossary

Service Management: Is a set of specialized organizational capabilities for providing value to customers in the form of services.

Capacity Management: Is the discipline that ensures IT infrastructure is provided at the right time, in the right volume, at the right price, and ensuring that IT is used in the most efficient manner to deliver the appropriate level of capacity as agreed.

Demand Management: Is about understanding where the demand is coming from, what organization has the demand, and what the demand is.

Availability Management: Ensures the IT infrastructure delivers the required levels of availability to support vital business functions. In addition, any improvement opportunities are focused to deliver true user benefits, thus making a positive contribution to enhancing relationships with the business. Availability management continuously looks to optimize the availability of the IT infrastructure, services, and supporting organization.

Information Security Management: IT organization's need to respond with the correct level of security measures and associated policies.

Access Management: Is the process which grants authorized users the rights to utilize the services, and at the same time prevents unauthorized access.

Change Management (or Change Control): Is the process during which the changes to a system are implemented in a controlled manner by following a pre-defined framework/model with, to some extent, reasonable modifications. It has to ensure that changes in the infrastructure, processes, or services do not negatively influence the service delivery performance.

Service Desk: Handles all incoming calls and only escalates them to the second or third tier support when necessary. Ideally, the Service Desk will have access to a "Knowledge Base", which will contain a list of known solutions for common incidents. This way queries or incidents can be solved by the Service Desk staff without taking time from skilled IT technicians. The Service Desk is responsible for keeping the customer informed on the status of its request.

ITIL Configuration Management: Providing information on the IT infrastructure to all other processes and IT management. Enabling control of the infrastructure by monitoring and maintaining information on all the resources needed to deliver services.

IT Service Continuity Management (ITSCM): To manage risks that could seriously impact IT services. ITSCM ensures that the IT service provider can always provide minimum agreed "Service Levels", by reducing the risk from disaster events to an acceptable level and planning for the recovery of IT services.

IT Security Management: To ensure the confidentiality, integrity, and availability of an organization's information, data, and IT services.

Incident Management: The first goal of the incident management process is to restore a normal service operation as quickly as possible, and to minimize the impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.

Problem Management: Aims to resolve the root causes of incidents and, thus, to minimize the adverse impact of incidents and problems on business that are caused by errors within the IT infrastructure, and to prevent recurrence of incidents related to these errors. A "problem" is an unknown underlying cause of one or more incidents, and a "known error" is a problem that is successfully diagnosed and for which either a work-around or a permanent resolution has been identified. ITIL defines problems and known errors as follows:

A problem is a condition often identified as a result of multiple incidents that exhibit common symptoms. Problems can also be identified from a single significant incident, indicative of a single error, for which the cause is unknown, but for which the impact is significant.

A known error is a condition identified by successful diagnosis of the root cause of a problem, and the subsequent development of a work-around.

Problem management differs from incident management. The principal purpose of problem management is to find and resolve the root cause of a problem and prevention of incidents; the purpose of incident management is to return the service to a normal level as soon as possible, with the smallest possible business impact.